

Girl Scouts-Diamonds of Arkansas, Oklahoma & Texas

2015

TROOP COOKIE MANAGER GUIDE



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Cookie Dates to Remember

December 2014

- Troop Cookie Managers attend Service Unit training and receive cookie materials
- Verify that all girls are registered with the council

By January 9

- Train girls and parents. Collect signed permission forms (keep with troop records)
- Work with girls to set their goals for order card orders and the new digital orders
- Attend a Cookie Rally (optional)
- Distribute Order Cards on January 10 (do not distribute early)

January 10-25

- Girls take orders (**No Money Collected**)

By January 26-27 (midnight lockout for entering orders in eBudde on the 27th)

- Collect girl order cards and distribute Goal Getter cards so girls can continue taking orders
- Total girl orders and enter orders by girl on eBudde
- Submit troop order Keep girl order forms (in a safe place)

February 12

- Work with your SU Cookie Manager to enter your booth sale locations in eBudde

February 14

- UALR Cookie Booth Rally - More information coming in December/January

February 14-21 (Service Unit Deliveries Council Wide)

- Pick up troop cookies (you will be notified by your SU Cookie Manager of date, time and place)
- Distribute cookies, order forms, and money envelopes to girls
- Fill Goal Setter card orders from troop extras

February 16 - March 15 (beginning date depends on when cookies are received by troop)

- Cookie delivery to customers - Collect money from girls frequently

February 20– March 15

- Partake in booth sales!
- Contact SU Cookie Manager if you need extra cookies before calling council cupboard
- Be sure to enter all booth sale locations and schedules in eBudde to populate into the Cookie Locator Application

March 4

- A report will be sent to troops through eBudde showing the amount that will be drafted from the troop account on March 11

March 6 by 1:30pm

- Cool Stuff order form + payment (will not be ordered without payment) to local council office

March 11

- Council will draft 50% of amount due to council (includes initial order & cupboard pickups)

March 2-17 (midnight lockout to enter girl rewards in eBudde on the 17th)

- Distribute booth sale cookies to girls who participated in booth sales
- Enter girl reward orders online

March 23 or before (due to Service Unit Cookie Manager)

- Have money due to council in troop account - Contact SU Cookie Manager ASAP if you do not have the money
- A Parent Debt form, is needed, with original paperwork attached, if parents have not paid for cookies received

April 13

- Council will draft 100 % of all cookie money due after subtracting any parent debt forms received
- **Contact the council by April 5 if your troop does not have the amount due to council in your troop account**

May *Troop cookie rewards distributed (to be determined by service units).

*Electronics and Cookie Bucks can be picked up in the council offices beginning May 20th. Signature of person picking up the electronics and cookie bucks will be required. Cookie Bucks are to be picked up by troops and then given to the girls with their other cookie rewards.



Dear Troop Cookie Manager,

The Girl Scout Cookie Program is much more than a way to raise money. It's a hands-on leadership and entrepreneurial program unlike any other in the world. Girls gain a wealth of essential skills, not from a book, but from real-life experiences that build a strong foundation for success. Many successful businesswomen and community leaders say they got their start selling Girl Scout Cookies.

If you have any questions, need additional information or help, please contact your Service Unit Cookie Manager or email the Council Product Sales team. We are here to help your troop have a successful, enjoyable cookie program.

My Troop Number: _____

My Service Unit: _____

YOUR SERVICE UNIT COOKIE MANAGER:

Name: _____

Address: _____

Contact Phone: _____

E-mail: _____

Best time to contact: _____

Questions for Council Product Sales:
productsales@girlscoutsdiamonds.org



2015 Cookie Program Materials

Girls will receive:

- 1– Family Cookie Guide
- 1– Order Card
- 1– Money Envelope
- 1– Goal Getter Card

Troop will receive:

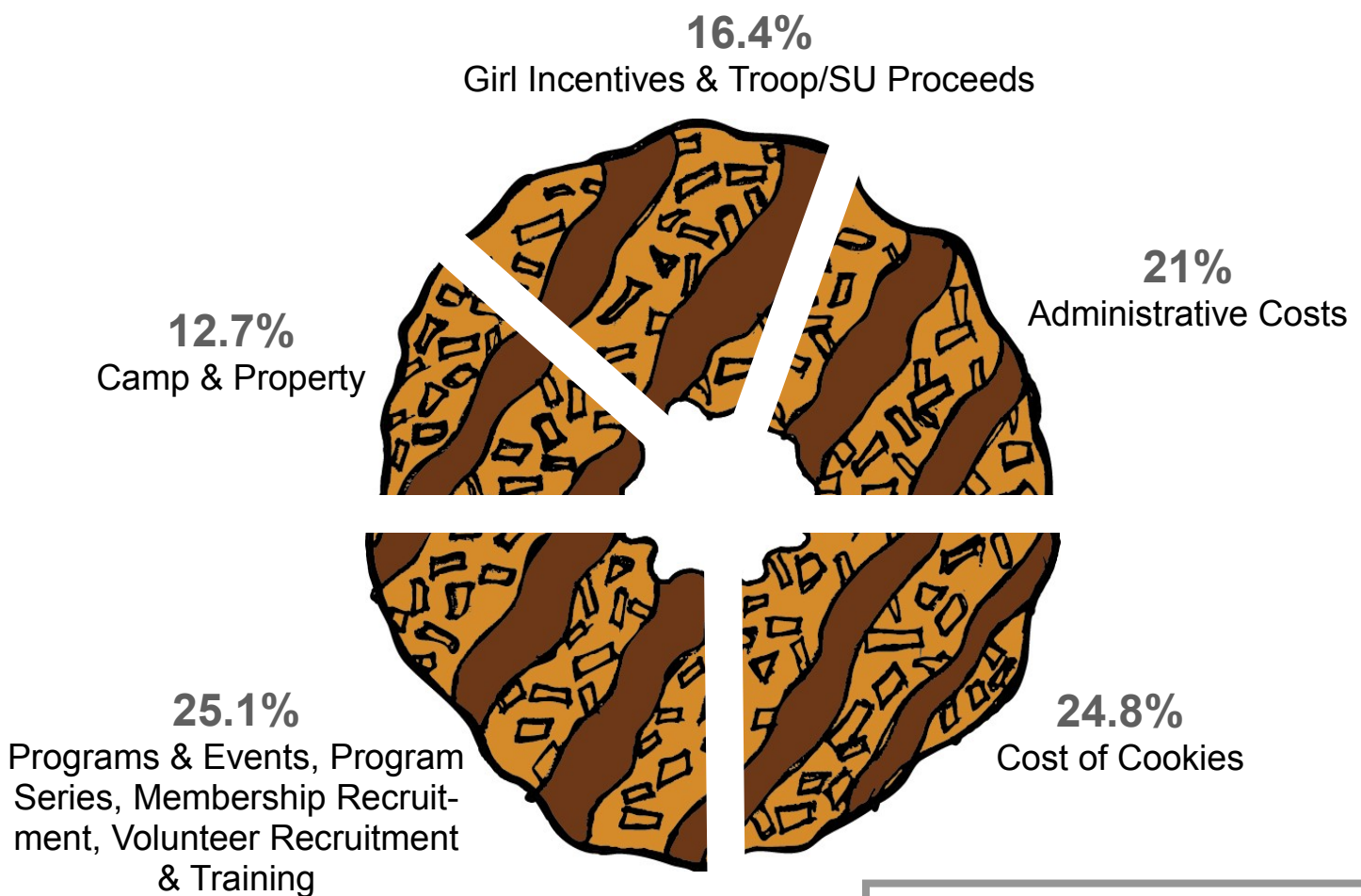
- 1– Troop Cookie Manager Guide
- 1 per girl—Family Cookie Guides
- 1 per girl—Goal Getter Cards
- 1 per girl—Order Cards
- 1 per girl— Money Envelopes
- 1– Quick Pick Up Form
- 1– Receipt Book
- 1– Jumbo Envelope

How the Diamonds' Cookie Crumbles



The Girl Scout Cookie Program is the largest girl-led business in the world. Through the Girl Scout Cookie Program, girls develop five skills essential to leadership:

**Goal Setting • Decision Making • Money Management
Business Ethics • People Skills**

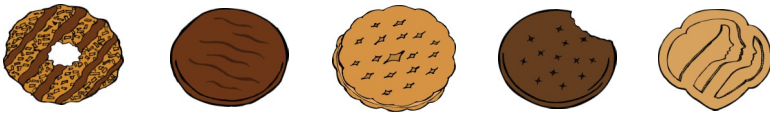


Safety

Remember the buddy system is used during a door-to-door sale. Safety is always first in Girl Scouting.

Daisy, Brownie and Junior Girl Scouts must be accompanied by an adult when taking orders and delivering cookies.

THE COOKIES



Samoas ▪ Thin Mints ▪ Tagalongs ▪ Do Si Dos ▪ Trefoils ▪ Savannah Smiles
NEW Rah Rah Raisins ▪ NEW Toffee-Tastic (Gluten Free)

Price: \$4.00 per box/pkg

\$5.00 - **Toffee-tastic cookies** (offered through booth sales and online orders)

Troop proceeds: 55¢ per package

Service Unit proceeds: 5¢ per package

No Girl Rewards: 64¢ per package (Cadette troops and older)

TRAINING THE PARENTS

Before the Training: Fill in deadline dates, etc. on the girls' materials, verify all girls are registered with the council. (Important: if any girl is not registered have forms at meeting for parents to complete before the girls receive an order card)

Log onto www.littlebrownie.com for helpful planning tips, great food, crafts, games and party ideas

1. Cookie Theme and Girl Scout Cookie Program

- Introduce cookie theme "There's Something Amazing Inside" and Samoas turn 40!!
- Explain that the cookie program is an important part of the whole Girl Scout Leadership Experience
- Discuss taking part in the Diamonds' Gift of Caring program - **see page 19.**
- Set troop and girl goals for both traditional orders and digital orders - Show the troop's goal chart - *Goals may have been set in a previous troop meeting.* Discuss how troop members will use the money they earn. The new online program offers girls the opportunity to sell cookies online with no product to distribute or money to collect. The items are shipped directly to the customer. **Girls that send 25 emails using the Digital Order Card by January 25 will receive a FREE Cookie Techie patch!!!**

2. Review the order card

- a. Stress the Girl Scout Law: To be fair – order taking begins on January 10. Everyone begins on the same day! No money is collected until cookies are delivered.
- b. Discuss when and where the orders need to be returned to you. Stress they must be turned in on time because you have a deadline to enter the orders into the online ordering site (eBudde). If the girls want to receive their rewards, the orders must be turned in on time.
- c. Review the safety rules listed on the order card. An adult must accompany Daisy, Brownie and Junior Girl Scouts. Cadette, Senior and Ambassador Girl Scouts need a buddy with adult supervision.

3. **Remind** the girls and parents/guardians to take orders only - Money is collected only when the cookies are Delivered - An exception is when a customer orders Gift of Caring cookies.

4. Distribute the **Family Cookie Guide**

5. **Parents/guardians should complete and sign the Parent Permission Form -**

Explain that the form must be completely filled out and signed before the girls can sell cookies.

Collect all forms before giving out the order cards on January 9th - no permission form = no order card. Parents should keep the Family Cookie Guide information.

6. **Discuss how you will handle parent cookie pick up, when the cookies arrive**

7. **Discuss payment preferences.** Checks should be made payable to the troop with the girl's initials in the "Memo" line. Accept checks only from individuals that you are personally familiar with.

8. **Thank everyone** for attending the information session and let them know they can contact you if they have any problems or questions. Be sure they have your phone number and/or email.

Training the Girls - to be done after the parent meeting
(even girls who have done this forever need a few reminders)

Before: Complete important information on the Order Card, if not already completed

The Girl Scout Law and Cookies:

(help the girls understand the relationship between good sales skills and the Girl Scout Law)

I will do my best to be honest and fair, observe the starting date of Saturday, January 10
friendly and helpful, say "thank you" even if someone doesn't order cookies
considerate and caring, promptly meet deadlines to help my troop
courageous and strong, do what is right even if others falter
and responsible for what I say and do, complete paperwork neatly, accurately, and on time
respect myself and others, strive to be my best at all times
respect authority, know and obey the safety rules and cookie program guidelines
use resources wisely, offer customers the opportunity to order over the telephone/online
make the world a better place, spread cheer by smiling and greeting customers
and be a sister to every Girl Scout, help a sister Girl Scout who is having trouble getting or delivering cookie orders.

Goals: Goal-setting is the key to helping girls on the road to success. Brain storming ideas for the use of cookie proceeds empowers girls to think beyond their boundaries. Input from the troop leader is very beneficial, especially for younger girls. **Personal goals**, such as: to be less shy, to improve communication skills, to be more organized, etc., are also very important.

Rewards: Explain the different levels - Look on the back of the cookie order card

Order Cards: Explain how to fill out the card - Ink, black or blue, is easier to read than pencil - Keep cards safe - Lost cards cannot be replaced easily

Sales Techniques: Practice makes perfect - girls can inform customers about:

1. Benefits of the cookie program
2. Troop activities
3. Cookie varieties
4. Their new sales pitch - Five boxes for \$20
5. Gift of Caring cookies
6. How to fill out the order card
7. Be sure to say thank you for a sale or a refusal
8. Booth Sales will be held February 20 - March 15

Safety: Stress safety measures and adult supervision - Girls should never be out on their own

Diamonds' Gift of Caring Program and/or Troop Gift of Caring: Please share this service project with the girls and parents. Remember that part of the mission for all Girl Scouts is CONTRIBUTING TO THE GOOD OF OTHERS - Refer to additional information on **page 19-20.**

Early orders/Fair Play: Be fair and wait until January 10 to take orders - Girl Scouts demonstrate honesty and integrity while working as a team. Reminder: Girls can continue to take orders after order cards are turned in by using the Goal Getter order card. Don't forget to participate in booth sales. Every box/package counts towards their rewards.

Good Impression: The girls should wear their sash, vest or tunic AND a membership pin. They represent ALL Girl Scouts when they are in public. Remind them to have good manners and to say "Please" and "Thank You" even if they do not receive an order.

ORDER TAKING January 10-25

Marketing Tips

Ninety percent of the general public would gladly buy Girl Scout Cookies, but did you know that nearly 35 percent are never asked?

Sometimes we expect girls to naturally know how to sell cookies. The fact is that most girls need at least some guidance in the selling process. Below, you will find some tips and techniques to help your girls achieve their goals. Also, allowing the girls to practice their asking skills in a troop meeting will increase their confidence.

1. Door-to-door Sales

- a. Encourage girls to canvas their communities - door to door!
- b. After the cookies have arrived the girls could do "red wagon" sales - Load a variety of cookies in a wagon and take door to door
- c. In today's world many potential customers are never approached because many girls do not go door to door

2. Telephone Sales

One of the fastest, easiest ways to sell Girl Scout Cookies is by phone.

- a. Review order cards from previous years and use them to sell to customers again
- b. Once cookies have been delivered, girls may want to call customers, thank them for their orders and ask if they need additional cookies
- c. Girls can prepare a flyer reminding customers when the cookies will be delivered, listing what each customer ordered and the amount owed

3. Workplace sales

- a. Girls can contact business owners or managers to request permission to sell cookies at a workplace
- b. Girls can either make a quick "sales pitch" at a staff meeting, or sell door-to-door (or cubicle-to-cubicle), depending on the wishes of the business
- c. Once employee sales are completed, the business may allow girls to leave an order card in a visible spot. Leave a note from your troop outlining your goals and plans for the cookie process - Remember not to list the girls' last name or phone number on the order card
- d. Girls should establish a date and time to pick up the order card and to deliver the cookies

4. NEW*** free Cookie Techie patch if a girl sends 25 emails using the Digital Order Card by January 25!

- a. Girls send specially designed emails to family and friends asking for cookie orders
- b. Customers submit online orders and have cookies shipped to them
- c. Customer orders are recorded in eBudde under the girl order tab

January 26-27 the Troop Cookie Manager collects the order cards. (Keep the order cards in a safe place)
Give each girl a **Goal Getter Order Card** for any additional orders she may receive. Check the totals on each order card for accuracy, both across and down - This is where mistakes can be made.

"EBUDDE" ORDERING SYSTEM—enter girl orders by midnight January 27

You will use this system to enter orders, keep up with girl rewards, transfer cookies to another troop, and get reports.

The ebudde system sends every new user an email with the following information:

Web address – <https://ebudde.littlebrownie.com/>

Your Email Address

Temporary Password– 2872@RahRah

Click the link in the email sent to you from the eBudde system and then in your browser, add this web address to your "Favorites Task Bar" for easier access.

It is recommended that you go to the web site before any activity to familiarize yourself with the site. It is necessary to update any information in the contacts tab and the Setting tab. Review and update troop level, number of registered girls (this is the number registered in the troop according to membership records) and number of girls selling (this is every girl participating in the cookie program). Don't forget to update banking information.

Enter the names of all your girls (**first and last name**) in the Girls tab. A GSUSA Id will need to be entered if a girl is participating through the Digital Order Card. **Please enter the name used on their membership registration.** When you use nick names it is difficult to check their registration. The council will be verifying membership registrations. Also, enter t-shirt sizes found on the Parent Permission form.

See Online Order Instructions on page 16-17 of this guide.

ORDERING TROOP COOKIES

- ❖ Enter each girl's order on the eBudde website – check for accuracy
- ❖ **DO NOT guesstimate** a girl's order – you do not know if she will sell that many for sure and then the troop will be responsible for paying for the unsold cookies
- ❖ The Council **will check** every girl for membership registration - **first and last name please**
- ❖ **Troops must order in full cases – the website will do this for you**, the screen will show you how many extras you will have from the full case
- ❖ Order additional cookies for booth sales if desired - use the booth line, do not enter as a girl order
- ❖ Additional cookies may be ordered from the council cupboards at a later date
- ❖ **Do not over order** extra cookies- you can always get more cookies from the cupboard
- ❖ Verify and enter Initial Order Rewards - correct t-shirt sizes please - **shirts cannot be exchanged**

**January 27:
Midnight Deadline for entering girl orders in eBudde-
Automatic lock out of initial orders by the system**

Cookies cannot be returned
The troop is financially responsible for ALL cases ordered.
No exceptions.



**Girl Scout
Cookie Season
Is Here!**

TROOP COOKIE PICK-UP

- You will be notified **when and where** to pick up the troop's cookies.
Dates will vary according to your SU's scheduled delivery time.
Please adhere to the time you are given – it is unfair to the volunteers at the site to make special accommodations for your troop.
- Be patient** – your turn will come – be willing to assist with any unloading or loading of cookies if needed
- Count** cases by variety (before loading) – do you have all 7 varieties?
- Check for **damage** and get a replacement
- PERSON SIGNING ACCEPTS RESPONSIBILITY FOR THE COOKIES**

Children should not be present at any service unit cookie distribution location.

This includes Preschoolers, Daisies, Brownies, and Juniors.

SIZE OF VEHICLE NEEDED – The amounts assume the car will be empty except for the driver and uses all space except the driver's seat.

(THIS IS **VERY APPROXIMATE** - case sizes and vehicle sizes change)

Compact car	23 cases	Mini-van, (no seats)	150 cases
Hatchback car	30 cases	Pick-up (short bed)	80 cases
Mid-size sedan	35 cases	Pick-up (long bed)	110 cases
Sport Utility vehicle	60 cases	Large van, no back seats	200+ cases
Station Wagon	75 cases	Pick-up with Camper shell	150 cases
Mini-van (seats in)	75 cases		

COOKIE DELIVERY TO SERVICE UNITS February 14-21

Before cookies arrive

- Have a safe, dry place to store cookies
- Have order cards and money envelopes ready to give out
- Complete receipts for each girl

After cookies arrive

- Divide into orders before girls arrive - Place girl's order card and money envelope with order
- Have a second person verify the order count is correct by variety
- Distribute cookies within 24 to 48 hours

When parents arrive

- Give parent the order card and have them count the order to verify it is correct - **Insist on this**
- Parent** and troop cookie manager **must sign receipt** (Give parent a copy)
- Remind parents that cookies are not returnable to the troop or council - they pay for what they take - Remind them to keep the cookies safe, cool, and dry (Cookies in warm cars melt)**
- Remind parents and girls how money is to be collected - cash or check
- Provide parents with dates, times and locations for money collection the first week in March and after deliveries end on March 15**
- Fill additional orders from remaining cookies once all girls have picked up their cookies - use your booth cookies if you need to - you can get more cookies from the council cookie cupboard

Keep accurate records - Never hand out cookies without receipts!!!!!!

MONEY COLLECTION from girls

- ♦ **Checks are to be made out to the troop**
If accepting checks, be sure to check all information and signatures
- ♦ **Always take the time to verify the amount paid with the parent**
- ♦ **Never allow money to be dropped off in your mailbox, on your front porch, or taken to school by the girls**
- ♦ **Always write a receipt for the amount paid and keep accurate records**
- ♦ **Schedule dates, times and locations for girls' money to be collected during the first week of March and final collection March 16**
- ♦ **Deposit cookie money collected into your troop account as soon as you receive from your parents**

Problems with collections from parents:

1. Contact your Service Unit Cookie Manager for help ASAP. The Troop Cookie Manager is responsible for attempting to collect any uncollected debts before the final paperwork is due. Document attempts on the Debt Report form.
2. Complete the Debt Report form and attach original copies of signed permission forms and all receipts
3. Do not pay parents' debts with troop proceeds
4. **Without the proper forms the debt will become the troop's responsibility to collect**
5. Debt forms must be turned in to the SU Cookie Manager no later than March 23 or the debt will become the troop's responsibility which will decrease troop proceeds

Collection Procedures—Parent Debt

1. Individual girls with uncollected debt will not receive their rewards until the debt has been paid in full
2. Troops do not earn proceeds from the unpaid packages
3. Service Unit Cookie Manager should help you attempt to collect any non-payment by a Troop parent before the final paperwork is due to the council - All collection attempts should be documented on the Parent Debt form
4. The council follows up on all uncollected debts with phone calls and letters - Failure to pay will result in legal action
5. Individual girls or leaders and/or co leaders who have an uncollected debt may **not** participate in future product sales until the debt is paid in full

Collection Procedures for Troops that do not pay money due to Council

1. First draft date is on March 11 (50% of amount due to council in eBudde as of March 4)
2. Second draft will begin on April 13 for remaining money due to the council from troops (amount is after parent debt forms are subtracted)
3. If your account does not have the funds due to council, alert your SUPM ASAP. The council must be contacted at least one week prior to the draft date.
4. *****If a draft is returned to council for insufficient funds** a troop will have until April 30 to deposit funds in their troop account. The Council is not responsible for the insufficient funds fee. On May 1, the unpaid balance will become a Troop Leader's personal debt and will be handled using the collection procedures for Parent Debt listed above. After April 30 contact Dana Wolverton at dwolverton@girlscoutsdiamonds.org or call 1-800-632-6894 if you have questions.

Theft

In the event funds are stolen, a complete police report must be provided to Council Product Sales.

- ♦ Check with the appropriate insurer of the property to see if coverage will provide compensation
- ♦ Product and money receipts will also be helpful to prove possession and value of property

ENTER GIRL REWARDS MARCH 2-17

- ❖ Review girl rewards on eBudde - Verify that each girl has been credited with the correct number of boxes
- ❖ Have all cookies been distributed to the girls? (There should not be left over cookies)
- ❖ **In eBudde, under the Girls Orders tab, the "Difference" line should be "0" - this tells you that all boxes have been transferred to the girls**
- ❖ To find out if your troop qualifies for the troop reward, go to the Sales Report in eBudde and look at the PGA Selling. If it is 230 or more per girl selling, your troop will receive a duffle bag for each girl participating and one for an adult.

COOL STUFF PURCHASE FORM

MAIL OR BRING TO REGIONAL OFFICE BY 1:30PM MARCH 6th

- ❖ To be used to purchase cookie theme items for girls and/or parents
- ❖ Order form can be found on the council website under the Cookies section
- ❖ Pay with troop check, cash or credit card (**payment will not be drafted**)
- ❖ No payment? Items will not be ordered
- ❖ This will be the last year that Cool Stuff will be offered through Product Sales

Thank you
for all you do
for the future
of our girls.

DUE ON OR BEFORE MARCH 23

Do not delay paperwork and payment waiting for any troop members who are late with their payment. Let any parents know that you are turning in a Parent Debt Report form for the amount they owe. If a payment is made after the debt report has been turned over to the council, please contact productsales@girlscoutsdiamonds.org immediately. We will remove that parent's name from the debt list.

The following is to be turned in to the Service Unit Cookie Manager:

1. Parent Debt form (if necessary)– with original copies of permission slip, receipts for cookies received and any money that was turned into the troop. **If debt forms are not turned in by this date the troop will be responsible for paying the total amount due to the council.**
The debt becomes the troop's responsibility.

GIRL REWARDS & COOL STUFF DELIVERY

Girl rewards and Cool Stuff items will be sent to the Service Unit Cookie Manager. They will notify you when the items are ready for pick-up or will bring them to the Service Unit meeting.

Leaders can pick up the girls' Cookie Bucks cards in the regional offices on May 20. If the girl or leader loses the card they can be replaced for \$1 a card.

Electronics can also be picked up in the offices beginning May 20. Signature of person picking up the electronics/cookie bucks will be required.

Shortages and/or damages must be reported to the Service Unit Cookie Manager immediately.

If troop does not receive rewards from SU Cookie Manager notify council product sales before

PROCEDURES FOR OBTAINING EXTRA COOKIES

✓ **CALL YOUR SERVICE UNIT COOKIE MANAGER** (The service unit cookie manager will inform you of troops with extra cookies or instruct you to pick up cookies at one of the council cupboards) Transfers between troops will be entered into the eBudde system by the troop the cookies are coming from.

✓ *******PLACE COOKIE ORDERS ON MONDAYS OR TUESDAYS*******

To insure availability of cookies at your cookie cupboard, please place your cupboard orders in advance.
If you do not place your order by the requested dates below, we cannot guarantee the availability of all cookie varieties.

BOOTH SALE DATES:

Friday, February 20 - Sunday, February 22, 2014
Friday, February 27 - Sunday, March 1, 2014
Friday, March 6 - Sunday, March 8, 2014
Friday, March 13 - Sunday, March 15, 2014

PLACE ORDER BY:

Tuesday, February 17, 2014
Tuesday, February 24, 2014
Tuesday, March 3, 2014
Tuesday, March 10, 2014

Regional office cupboards will open February 18.
Cupboard hours are Monday—Thursday 8:30am-5:30pm; Friday 8:30am-1:30pm.
Special arrangements for a pick up time can be arranged if needed.

✓ Orders may be by case or packages

✓ ***Only the Troop Cookie Manager, Troop Leader, or Service Unit Cookie Manager will be allowed to order additional cookies***

✓ **Any trustworthy person designated by the troop cookie manager or leader may pick up the cookie order**

✓ Each time girls pick up additional cookies, be sure to fill out a receipt for the parent to sign - **Keep accurate records.** Enter the extra boxes a girl sells in the eBudde system

✓ A council designated person will be responsible for entering cupboard transactions into the eBudde system.
Be sure to distribute these cookies to the girls that worked at the booth sale or sold extra cookies so they will receive the rewards they have earned.

*******COOKIES CANNOT BE RETURNED or EXCHANGED*******

LEFT OVER TROOP COOKIES?

The troop may continue to sell cookies for several weeks after collecting the girls' money.
Contact the Service Unit Cookie Manager to see if there are troops that need more cookies.
Do not sell cookies after June 1. (They can become old and stale tasting.)

Suggestions for left over cookies:

- ❖ Divide the cookies among the parents so everyone can help in selling the cookies
- ❖ Use them for troop refreshments
- ❖ Do a Gift of Caring Project
- ❖ Ask your parents to purchase them
- ❖ Using a red wagon take them door-to-door
- ❖ Contact your Service Unit Cookie Manager to have a booth sale



BOOTH SALES PROCEDURES February 20-March 15

Booth Sales Dates

February 20 - March 15, 2015

Booth Sales Procedures

1. Setting up a Booth Sale:

- ❖ First, the girls must decide they want to do a booth sale - Booth sales should be a supplement to, and not a replacement for, individual girl sales
- ❖ Contact your Service Unit Cookie Manager to set up booth location, time, etc.
- ❖ **No Booth locations outside of your Service Unit Area without permission** - To obtain permission contact your SU Cookie Manager

2. Order extra cookies

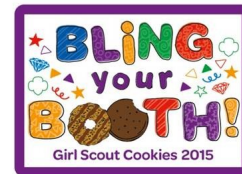
- ❖ Contact your SU Cookie Manager to see if they have cookies available
- ❖ See previous page to learn how to order cookies from your regional office cupboard
- ❖ Call to reserve a Cookie Costume at the regional office cupboard

3. Set up a work schedule for girls and adults

- ❖ **A BOOTH MUST CONSIST OF A MINIMUM OF TWO (2) NON-RELATED GIRLS AND TWO (2) NON RELATED ADULTS. Follow Volunteer Essentials for adult supervision ratio. Adults must remain with the girls at all times. NO EXCEPTIONS.**
- ❖ Schedule only a few girls at a time

5. Items needed for the sale:

- ❖ Cash box and change
- ❖ Table & tablecloth, chairs (optional), posters & signs
- ❖ Pens, pencils, paper and tape, trash bags (for trash)
- ❖ Inventory Sheet-list of beginning # of cookies
- ❖ Work schedule & phone numbers of girls
- ❖ Permission slips, cell phone
- ❖ Sacks for customers



6. Credit Card readers:

- ❖ Troop can utilize the Square or any other credit card reader
- ❖ Troops are responsible for any fees associated with this product. Troops are not permitted to increase the cost of cookies to cover the cost of these fees.

6. Suggestions:

- ❖ Suggest "Gift of Caring" for those who say they cannot eat cookies
- ❖ Offer to deliver the cookies to customers if you do not have the flavor they desire
- ❖ Have "bundles" of cookies available for purchase (5 boxes for \$20)
- ❖ **DEPOSIT MONEY ASAP into your troop account—you are responsible for lost cookie funds**

7. Dividing the Cookies:

- ❖ Keep a record of the number of cookies sold at each booth sale
- ❖ Divide the total number of cookies sold between the number of girls that worked at the booths
- ❖ Enter the amount for each girl into the eBudde system

BOOTH ETIQUETTE

Friendly: Greet customers with a smile

Be pleasant and helpful

Say "Thank You" even if they do not buy anything

Never harass customers walking into a business

Recommended Amounts for Cookie Booth Sales – 2015

Contact your SU Cookie Manager and they will help you determine how many cookies to pick up at the cupboard. They will also let you know if they have extra cookies to give you.

These numbers are suggestions only – if your experience tells you different, follow your instincts.

If you are uncomfortable with a large amount even though it is a busy location go with the smaller amount. It is better to have fewer and run out than to have lots left over, especially if the sale period is almost over.

Small:

3	Samoas
3	Thin Mints
2	Tagalongs
2	Do Si Dos
1½	Savannah Smiles
½	Trefoils
1	Rah Rah Raisins
1	Toffee-tastic (Gluten-free)

Total: 14 cases = 168 boxes

Medium:

4	Samoas
4	Thin Mints
3	Tagalongs
3	Do Si Dos
2	Savannah Smiles
1	Trefoils
1	Rah Rah Raisins
1	Toffee-tastic (Gluten-free)

Total: 19 cases = 228 boxes

Large:

5	Samoas
4	Thin Mints
3½	Tagalongs
3	Do Si Dos
2	Savannah Smiles
1½	Trefoils
2	Rah Rah Raisins
1	Toffee-tastic (Gluten-free)

Total: 22 cases = 264 boxes

X-Large:

6	Samoas
5	Thin Mints
4	Tagalongs
4	Do Si Dos
3	Savannah Smiles
2	Trefoils
2	Rah Rah Raisin
1	Toffee-tastic (Gluten-free)

Total: 27cases = 324boxes



Can our local stores sell cookies for us?

Absolutely Not!

Girl Scout Cookies cannot, and must not, be sold in commercial stores. No Girl Scout council can give permission for Girl Scout Cookies to be sold in a commercial setting. Selling cookies in a commercial setting, without any girl involvement, does not support our position with the IRS that this is a girl activity. (GSUSA guidelines)

2015 “eBudde” at a Glance

Web Address: <https://ebudde.littlebrownie.com/>

System Access

You will be set up as a user using the email address you have provided on your Agreement form. Should any of this information change please notify Council Product Sales at productsales@girlscoutsdiamonds.org immediately. This email will be used to communicate with you throughout the cookie season. It's important to alert Product Sales staff if you email changes. Your email plus a temporary password (2872@RahRah) will allow you to login into the system.

Troop Financial reports are due May 31 each year. If you have not submitted your financial report, you will not be permitted to access eBudde or participate in the Cookie Program.

Login Information

First Time Users and Returning Users

1. Enter email address and the temporary password—2872@RahRah
2. Click “**Login**” or press enter to complete your login information
3. The system will then direct you to the **Contact Information Page**
4. **Change your temporary password and** add your contact information
5. Click **Submit** or press **Enter**
6. You will return to the **Login** page
7. Click **Login** to access the system



Troop Screen/Dashboard

Here you will find a row of tabs, deadline dates, and messages

Be sure to check frequently for updates, etc from the council and your SU Cookie Manager.

Navigating the System

Add More – allows you to enter additional rows on deposits, additional cookie transactions, adding girls on the initial order

Enter Key – used to complete a row on a page

Help – This gives every user access to the user manual for their level of access

Manuals – Every level user has access to the manual using the manual button - Read this for more detailed instructions

Tabs – The tabs available at the top of the page allow you to add, change, delete or view information

Tab Key – The tab key is used to move from one box of information to another on all screens

cookie
VIPeTraining™

A blue rectangular graphic. On the left, the text '5 Skills for Girls' is written in large, white, bold letters with a green outline. To the right of this text, there is a list of five skills, each preceded by a red circle with a white dot. The skills are: Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics. Above the list, the text 'With your help, girls learn 5 Skills during Girl Scout cookie season' is written in white.

With your help, girls learn
5 Skills during Girl Scout
cookie season

- Goal Setting
- Decision Making
- Money Management
- People Skills
- Business Ethics

Troop Tabs

Click the tab name and the system will display the appropriate page.

Contacts – Edit the information for troop contacts

- **Edit** - all information except for the email and system access information
- Note: email must be changed at the login screen
- **Submit** - saves the information
- **Cancel** - to leave this screen without saving the information

Settings – View and edit your troop information - enter # of girls registered in the troop and the # selling

- Under "Level" if you are a **multi-level group** put the level for the MAJORITY of your girls.
Do NOT put "Other".
- "Receives proceeds (no incentives): click **NO**.
- **NOTE**: ONLY Cadettes, Seniors, and Ambassadors may choose the "no reward" option
- **Edit** - to make changes
- **Update** - to save

Girls – Enter names of girls (**first & last please**) and their goal information

- Use **tab** key to move between boxes
- GSUSA ID is required when participating in the Digital Order Card
- Enter the t-shirt size from the girl permission slip
- **Update** - to save
- ***Do not enter the names of adults.***

Initial Order – enter by individual girl

- Click on girl name - Line will highlight
- Enter number of packages in the boxes at the bottom
- **GOC** column for Gift of Caring packages
- **Tab** from box to box
- **Enter** key or the **OK** button when girl order completed
- Click on next girl and repeat steps
- Click **Booth** bottom of screen, enter by variety in packages, tabbing from box to box
- Hit **enter** key or the **OK** button

Note: The screen will show you the number of **total packages** per variety you are ordering. The next line will be the packages rounded to **cases**. Your initial order must be in full cases. The third line at the bottom will show you the **number of extra packages** of each variety.

- Click **Save** - to save your information.
You will see a box with the words: **Save in Progress! Please Wait!**
- Print order, click **Printable Version**
- Last step - **Submit Order**

The system will confirm that the troop order was submitted and send you an email.

Note: Order can only be submitted once. Any changes will need to be made by your Service Unit Cookie Manager or the council product sale staff.

Delivery – review and enter delivery information. You will be assigned a location and time.

Girl Orders – girl additional cookie orders, booth sales and payments

Note: The system will show the difference between the number of packages allocated to the girls and the total number of cookies the troop has received. This will help to ensure that you allocate all the cookies received to the girls.

- **Additional Cookie orders** - click on line below girl's name
- Double-click the cookie variety box at the bottom of the page
- Enter additional cookies using tab key to move from box to box
- Use **Enter** key or click **OK** to end data entry
- The information will be displayed in the line that was highlighted in the grid
- **Add payment** click line under the girl's name
- Double-click paid box at the bottom of screen
- Enter amount
- Use **Enter** key or click **OK** button to end data entry
- Click **Printable Version** to print a copy of your worksheet
- Click **Save** to save the information

Transactions – Lists all cookie transactions - orders and transfers

- Initial order appears after submission to service unit
- Cupboard extras appear once they have been entered by cupboard manager
- Inventory balance shows number of cookies responsible to troop
- Click **Add a Transaction** – to transfer cookies **NOTE:** Only enter transfers "out" of troop
- Enter date of transaction
- Use Normal transaction mode
- Transaction box used to enter an identifier for the transaction - Must be filled in (use up to 15 letters or numbers)
- Choose "Second Party" – this will be "troop" for most transactions
- Enter troop number - (who did the cookies go to?)
- Choose **Remove Product** - takes it from your troop and adds to the other
- Enter by case, package or both
- Click **Okay** to save the transaction
- Click **Cancel** if you decide not to save it
- To complete click **Save**

Rewards – the system will calculate the # of girl rewards based on the number of cookies entered for her

- Click **Fill Out** – enter or review total incentives earned
- Click girl's name
- Click "**Submit Girl Order**"
- Review troop order total
- Don't forget to select a t-shirt size
- **Do not submit until you are sure everything is completed!**
- **Submit troop** reward order to service unit

Once submitted only your Service Unit Cookie Manager or council staff can make any changes

Deposits – will be entered by the Council but you can view the deposits credited to your troop

Sales Report – Recap of all troop information

Initial order, additional cookies, troop profit, deposits and # of Gift of Caring packages;

Print copy of page for your records.

DIAMONDS' GIFT OF CARING (GOC)

This year the council-wide gift of caring option will provide a perfect opportunity to give cookies not only to U.S. troops but to local causes in our communities. This is a great new way to grow your cookie sales and support our military troops and other organizations in our communities!

Promote the program with girls, parents and volunteers. Help the girls develop a plan of action to make the Diamonds' Gift of Caring part of their selling strategy.

Free Gift of Caring patch to girls that have 12 boxes donated between January 10-25. See picture of patch on next page.

Diamonds' GOC cookie orders through Initial Orders:

Only Cookies sold through the Diamonds' Council program during the initial order are to be placed in the GOC column on eBudde. These cookies will be considered as "virtual" cookies and girls/troops will not receive these cookies in hand. All you do is take orders, collect the money and pay for them at the end of the sale, retaining your troop proceeds.

When girls take orders, they should ask customers if they would like to donate boxes of cookies for U.S. troops and/or local organizations located in our region. If the customer wishes to purchase GOC cookies, they indicate this in the white column on the girl order form. Customers do not specify flavors. Do not order these cookies in specific varieties with your initial order or pick them up at a cupboard.

If a customer wants specific cookies sent to a specific organization, they need to purchase the cookies and mail/deliver them to the organization of their choice. Girl Scouts –Diamonds does not have control over what organizations do with cookies once they have been delivered.

Diamonds' GOC sold through Additional Orders and Booth Sales:

Girls can still sell cookies for the Diamonds' GOC program after the initial order. At booth sales, girls can ask customers if they would like to purchase boxes for Diamonds' Gift of Caring.

Diamonds' GOC boxes sold through additional orders and at booth sales can be handled as "virtual cookies" or come from your troop's stock.

- ♦ **Virtual cookies**— In order for cookies to be considered "virtual", they must be placed on eBudde in the GOC column. Troops will not take possession of these cookies.
- ♦ **Troop's Stock**—Troops can use extra stock to fill their Diamonds' GOC cookie orders but must be taken to one of the council regional offices. Do not place these cookies in the GOC column on eBudde. They will be placed under the girl's order.
 - * Near the completion of the sale, determine the total number of GOC cookies needed. Make sure you have enough "extra" cookies left in stock to cover the amount of cookies donated. If needed, visit a local cupboard to obtain more cookies to fulfill your Diamonds' GOC needs.
 - * For these cookies to be included with the Diamonds' GOC program, they must be delivered to the council offices by **March 16**.

Diamonds' GOC eBudde Instructions

- ♦ Only virtual cookies should be entered in the GOC column on eBudde.
- ♦ If your troop chooses to return cookies to the council offices for the Diamonds' GOC, those cookies stay listed in the regular girl order section.

“TROOP’S CHOICE” GIFT OF CARING

Troops have an opportunity to show their appreciation to home town heroes and support those in need. Troops choose an organization they want to support and give customers the opportunity to purchase cookies as a donation. For various reasons, some customers do not want to buy cookies for themselves. With Gift of Caring, they have the chance to give to others while supporting Girl Scouts at the same time.

FREE PATCH!!

1. Choose the group to receive donated cookies. Hometown heroes like firefighters? A homeless shelter or food bank?
2. Communicate to customers that they can buy cookies that girls will donate to this group. Attach a card or flyer to girls’ order cards notifying customers of the program and the recipient chosen. Girls can create colorful signs and a cookie booth drop box where customers can place their donations at booth sales.
3. Deliver the cookies at the end of Cookie Season

Troop Gift of Caring cookies are not considered virtual cookies.

Near the completion of the sale, determine the total number of GOC cookies needed. Make sure you have enough “extra” cookies left in stock to cover the amount of cookies donated. If needed, visit the local cupboard to obtain more cookies to fulfill your Gift of Caring needs.

Girls can earn a **FREE Gift of Caring patch** if they have 12 boxes of cookies donated to the Troop GOC and/or the Diamonds’ Gift of Caring between January 10-25.

Gift of Caring eBudde Instructions

- ♦ **DO NOT ENTER TROOP GOC ORDERS IN THE DIAMONDS’ GOC COLUMN ON EBUDDE**
- ♦ At the end of the sale, the GOC boxes should be placed under each individual girl’s order listed under the TGOC column in eBudde

Take pictures of your troop donating your Gift of Caring cookies to the recipient you have chosen and email them to online@girlscoutsdiamonds.org. Your troop could show up on the girlscoutsdiamonds.org website! Please include Troop #, Service Unit and Gift of Caring Recipient’s name.



cool stuff



*style of bag may vary slightly

Volunteer Tote Bag



2015 Cheetah Pewter

2015 is the last year Cool Stuff will be offered.

Quantities are limited so order now!

Orders must be received by 1:30 p.m. on March 6th.



Car Magnets - \$5

Car Flags - \$7

Yard Signs - \$8

Cookie Time Bundle: \$15

(1) Cookies Are Here Yard Sign, (1) It's Girl Scout Cookie



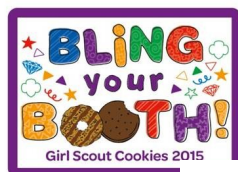
Purple Samoas Spirit Hat



Samoas Pillow



Cookie Patches Available in Council Shops this year!



Cool Stuff Ordering Procedures:

Order form due to your regional office, with payment, no later than 1:30pm on Friday, March 6.
No Refunds or Exchanges. Quantities are limited.

Item	Price	Quantity	Total
Every Cookie Has a Mission Volunteer Bag	\$12		
2015 Cheetah Pewter Figurine	\$6		
Samoas Spirit Hat	\$5		
Samoas Pillow	\$9		
It's Girl Scout Cookie Time Car Magnet	\$5		
Cookies are Here Car Flag	\$7		
Cookies are Here Yard Sign	\$8		
Cookie Time Bundle: (1) Cookies are Here Yard Sign (1) Cookies are Here Car Flag (1) GS Cookie Time Car Magnet	\$15		

Grand Total:

☐ My check is enclosed—Please make checks payable to: Girl Scouts - Diamonds

Service Unit _____ Troop # _____

Name _____

Address _____ City _____ State _____ Zip _____

Day Phone _____ Evening Phone _____

Email _____

Credit Card Payment

☐ Visa ☐ Mastercard ☐ American Express ☐ Discover

Name on Card (please print) _____ Expiration Date _____

Account # _____ CVV Code _____

Signature _____ Date _____

CHECKALERT LLC SERVICE AGREEMENT

Troop # _____ Troop Service Unit: _____
Troop Leader: _____
Address: _____ City _____ State _____ Zip _____
Phone # _____ Alternate Phone # _____
EMAIL ADDRESS: _____

GENERAL INFORMATION

By completing this form, you are entering into a Service Agreement with CheckAlert LLC. This agreement authorizes your bank to forward all bounced checks on your troop/service unit account to CheckAlert LLC for collection. This Service Agreement is valid from January 1 through December 31 of each year. A new Service Agreement must be signed each year if your address, email address, or banking information changes.

COLLECTION PROCEDURES

All checks deposited to your bank that are returned for any reason will be sent by your bank directly to CheckAlert LLC. You will receive a notice from CheckAlert LLC listing the date and amount of the bad check, as well as the check writer's name and address.

CheckAlert LLC will:

1. Send the check back through the check writer's account immediately if returned for Insufficient Funds.
2. If returned for any reason other than Insufficient Funds, CheckAlert will send notices to the writer of the bad check over the period of time allowed by law (about 6 weeks) asking for payment on the check. Collectors will call the check writer to attempt collection by phone.
3. Prepare the returned check for legal processing as required by law.

CheckAlert LLC provides this service FREE OF CHARGE to all GIRLSCOUTS-DIAMONDS troops/service units. The writer of the bad check must also pay a \$30 service charge to CheckAlert USA, LLC. When CheckAlert USA, LLC collects a check and service charge, we will mail you a check for the face amount of the bad check. The service charge amount is set by the Arkansas legislature.

This agreement authorizes CheckAlert USA, LLC to pursue the collection process up to and including prosecution under The Arkansas Hot Check Law.

IMPORTANT:

You agree that you WILL NOT COLLECT MONEY on any check returned.

You understand that CheckAlert LLC will use legal prosecution on check writers if checks remain unpaid. You agree and understand that you will be liable for false arrest if you collect money on checks and do not inform CheckAlert of collection. The risk of false arrest arises if you do not tell CheckAlert about collections and we send the check for prosecution after it has been paid.

I have read the information presented to me. I understand and agree to and comply with this information. I understand that if our troop changes banks, signers, or other financial information it is my responsibility to notify the council and fill out a new application. I also certify that our troop account is set up correctly according to GIRL SCOUTS –DIAMONDS policies.

Signature _____ Date _____

PLEASE SEND FORM TO:

CheckAlert LLC - P O BOX 13560 –MAUMELLE, AR 72113

If you have any question regarding the CheckAlert LLC service or contract please contact the council
office at: 501-758-1020 or 1-800-632-6894

**CHECKALERT LLC
P O BOX 13560
MAUMELLE, AR 72113**

Phone: 501-227-5141 Toll Free: 800-264-5910 Fax: 501-227-5742

BANK AUTHORIZATION

BANK NAME _____ **BANK ROUTING NUMBER** _____

TROOP BANK ACCOUNT NUMBER _____

Troop Name _____ **Troop Address** _____

Troop City, State, and Zip Code _____

This letter is to authorize CheckAlert USA, LLC to act as agent for the Troop Leader/Service Unit Member in the processing of returned checks and authorizes the bank listed above to forward to CheckAlert LLC all checks deposited to the above account that are returned unpaid.

The bank is hereby released from any further liability regarding delivery of returned checks to the troop.

ALL CHECKS ARE TO BE MAILED WITHOUT REDEPOSIT TO:

CheckAlert LLC
PO Box 13560
Maumelle, AR 72113

This notice is effective from this date forward until written notice of cancellation has been received by bank and by CheckAlert LLC from account holder.

Dated this _____ day of _____ 20_____.

Troop Leader: _____ Troop Number: _____

Signature: _____

Must be authorized signer on bank account

GIRL SCOUT 2015 TROOP COOKIE MANAGER/LEADER AGREEMENT

- **Before leaving the training session: Complete this form and return** to the Service Unit Cookie Manager (all information is required and **must be legible**)
- **Notify** the Council office **if any** of the following **information changes**.

Region (circle one) FV FS JO LR PB TX

Service Unit _____ Troop/Group # _____ Age Level _____

(PLEASE PRINT LEGIBLY)

Troop Cookie Manager _____
First Middle Last Maiden

Mailing Address _____
Street/PO Box City State Zip

Birth Date _____ Place of Employment _____

Last 4 digits of SS# _____

****An E-mail address is required to order products and rewards.****

E-mail Address _____ Cell Phone _____
Area Code + number

Home Phone _____ Work Phone _____
Area Code + number Area Code + number

Troop Cookie Manager:

I agree to accept this volunteer position and to fulfill it to the best of my ability. In the event I am unable to do so, I will immediately notify the Troop Leader (or Service Unit Cookie Manager if I am the Leader) and give her all records pertaining to the Cookie Program and all money that has not been deposited.

Leader and Troop Cookie Manager:

I understand I am responsible for all products and money I receive and products accepted by the troop become the property of the troop and **are not returnable** to the Council.

I agree to register all girls as Girl Scouts and have **signed Parent Permission** forms before allowing any girl to sell any cookies.

I agree to use receipts for all products and monies given to and/or received from each girl during the cookie program.

► **I understand that I may be held legally accountable for any missing funds and/or products.**

Further, by signing this agreement I authorize the Girl Scouts – Diamonds of Arkansas, Oklahoma and Texas to conduct a criminal record search.

Signed _____ Date _____
Troop Leader

Signed _____ Date _____
Troop Cookie Manager



Discover Connections!

The Cookie Program can help girls earn a variety of Girl Scout badges. Each badge furthers a girl's understanding of the **5 Skills for Girls**.

Goal Setting
Decisions Making
Money Management
People Skills
Business Ethics

Here is a listing of the new Financial Literacy and Cookie Business Badges.

Girl Scout Daisies

- ♦ Money Counts
- ♦ Making Choices
- ♦ Count It Up
- ♦ Talk It Up

Girl Scout Brownies

- ♦ Money Manager
- ♦ Philanthropist
- ♦ Meet My Customers
- ♦ Give Back

Girl Scout Juniors

- ♦ Business Owner
- ♦ Savvy Shopper
- ♦ Cookie CEO
- ♦ Customer Insights

Girl Scout Cadettes

- ♦ Budgeting
- ♦ Comparison Shopping
- ♦ Financing My Dreams
- ♦ Business Plan
- ♦ Marketing
- ♦ Think Big

Girl Scout Seniors

- ♦ Financing My Future
- ♦ Buying Power
- ♦ My Portfolio
- ♦ Customer Loyalty

Girl Scout Ambassadors

- ♦ On My Own
- ♦ Good Credit
- ♦ R & D (Research & Development)
- ♦ P&L (Promise & Law)

Girl Scout Cookie Activity Pin 2014-2015



All girls who participate in the Cookie Program are eligible to earn the annual Cookie Activity Pin which recognizes the “5 skills” learned and practiced along the way. Girls can collect a different color pin each year to recognize growth in these 5 skill areas.

To earn the Cookie Activity Pin go to the council website - www.girlscoutsdiamonds.org. Go to the Cookie section.

Activity Pins may be purchased at any regional shop.





**Building girls of
courage, confidence,
and character,
who make the world
a better place.**